

The Opportunity

On the back of a successful season at Headingley, we are already looking ahead to next season. We are looking to recruit a Control Room Radio Operator who will play a crucial role on matchdays during the season. Working alongside a team of staff in the control room, this role will help contribute to delivering an exceptional customer experience in a safe and welcoming environment for new and return visitors. This role will be pivotal in ensuring the safety of all who attend Headingley Cricket Ground and their experience for matches throughout the season, ensuring that they are safe and that there is an enjoyable environment for all.

What this role will include:

- Communicate and respond through two-way radios, emergency telephones and telephone lines to cascade messages to front line staff in a timely manner
- Liaise with other control room representatives including but not limited to police, first aid and event management
- Complete appropriate paperwork whilst escalating issues where appropriate
- Communicate clearly and concisely to third parties, including but not limited to, emergency services in high pressure situations in a timely manner
- Adhere to a strict code of confidentiality in respect to any information relating to The Yorkshire County Cricket Club and its operation
- Taking ownership whilst dealing with high pressure situations and escalating issues where appropriate

Please note: This is not an exhaustive list and the role may be required to undertake additional roles and responsibilities as identified from time to time in order to meet the ongoing requirements of the company

About you:

We are looking for candidates who possess the following:

- Excellent communications skills and able to convey clear and accurate messages on the radio, even in high pressure situations
- A strong team player with the ability to build and maintain positive relationships
- Good knowledge of event security and the stadium
- Able to work accurately and communicate clearly under pressure
- Strong written skills and IT literacy
- To maintain Yorkshire Cricket Club's Safeguarding, health, safety and EDI practices.

Yorkshire Cricket is committed to safeguarding children and adults at risk. As part of that commitment, this post requires a Disclosure and Barring Service (DBS) check at the appropriate level. The possession of a criminal record will not necessarily prevent an applicant from obtaining this post, as all cases are judged individually according to the nature of the role and information provided. Information about how we manage DBS checks can be found in our DBS Guidance

If this role sounds of interest to you, please complete an application for this role. If you have any questions about the role, please contact people@yorkshireccc.com.